

# MC Quality Report Card HCAHPS

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
140160	FHN MEMORIAL HOSPITAL	1045 WEST STEPHENSON STREET
140228	SWEDISH AMERICAN HOSPITAL	1401 EAST STATE STREET
140233	SAINT ANTHONY MEDICAL CENTER	5666 EAST STATE STREET
140239	ROCKFORD MEMORIAL HOSPITAL	2400 NORTH ROCKTON AVENUE
520028	MONROE CLINIC	515 22ND AVE
520066	MERCY HLTH SYS CORP	1000 MINERAL POINT AVE
520083	ST MARY'S HOSPITAL	700 SOUTH PARK ST
520089	MERITER HSPTL	202 S PARK ST
520098	UNIVERSITY OF WI HOSPITALS & CLINICS AUTHORITY	600 HIGHLAND AVENUE

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Address 2	Address 3	City	State
		FREEPORT	IL
		ROCKFORD	IL
		ROCKFORD	IL
		ROCKFORD	IL
		MONROE	WI
		JANESVILLE	WI
		MADISON	WI
		MADISON	WI
		MADISON	WI

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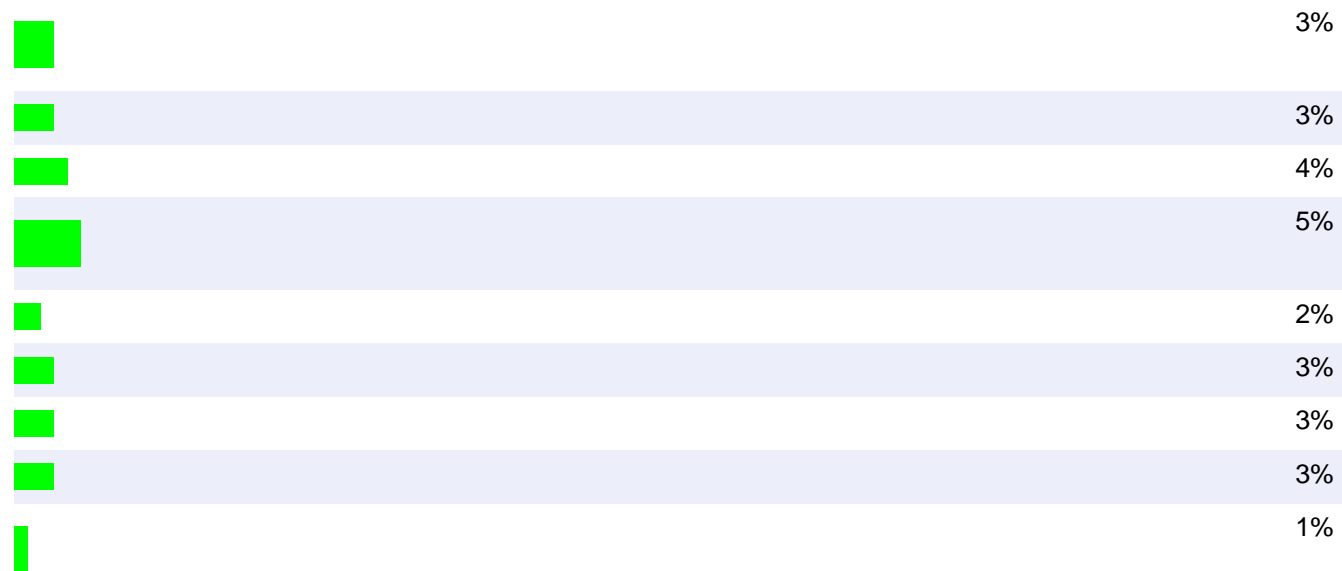
Based on Survey of Patients' Hospital Experiences (HCAHPS)

ZIP Code	County Name	Phone Number
61032	STEPHENSON	8152354131
61104	WINNEBAGO	8159684400
61108	WINNEBAGO	8152262000
61103	WINNEBAGO	8159686861
53566	GREEN	6083241000
53548	ROCK	6087566161
53715	DANE	6082516100
53715	DANE	6084176210
53792	DANE	6082638991

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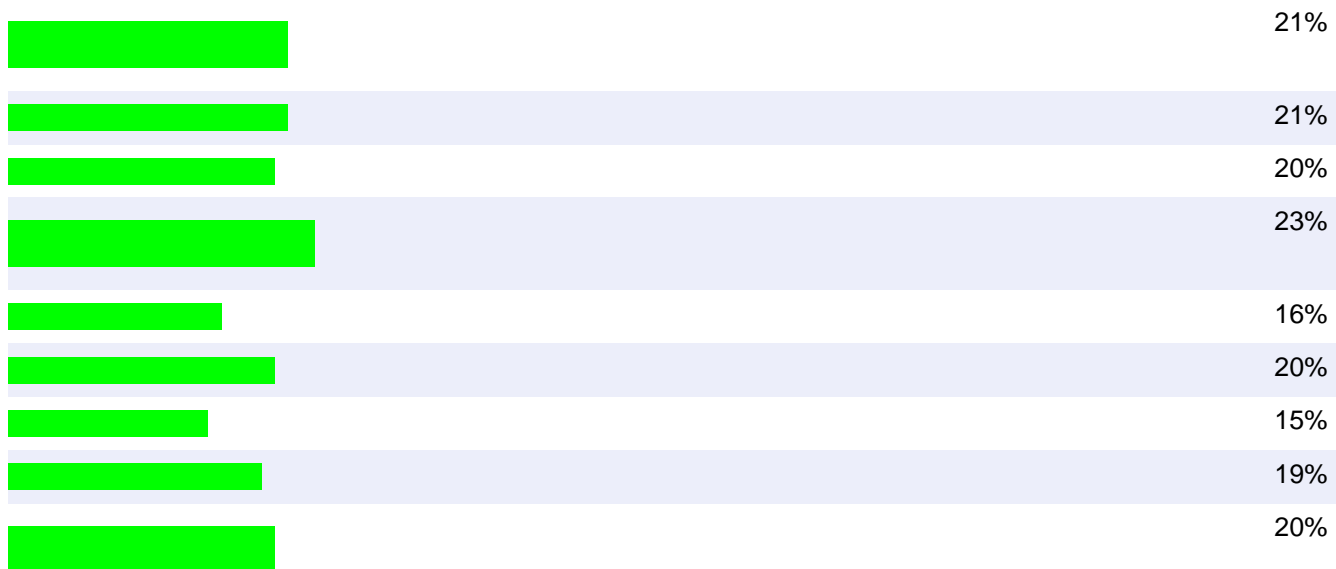
Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.



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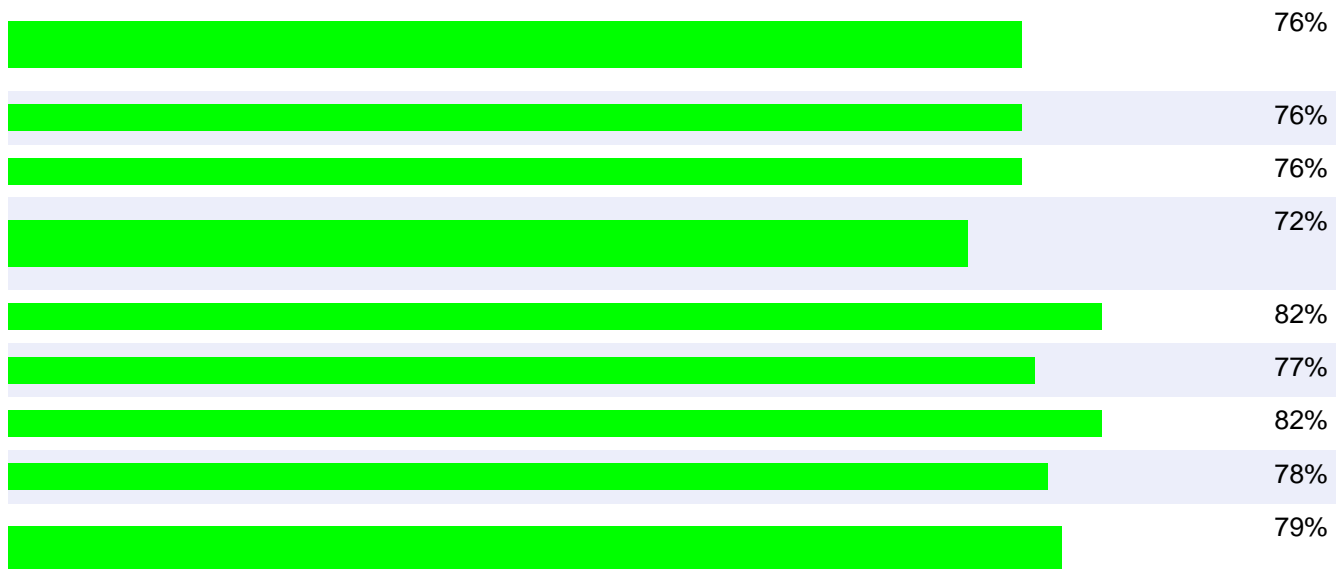
Percent of patients who reported that their nurses "Usually" communicated well.



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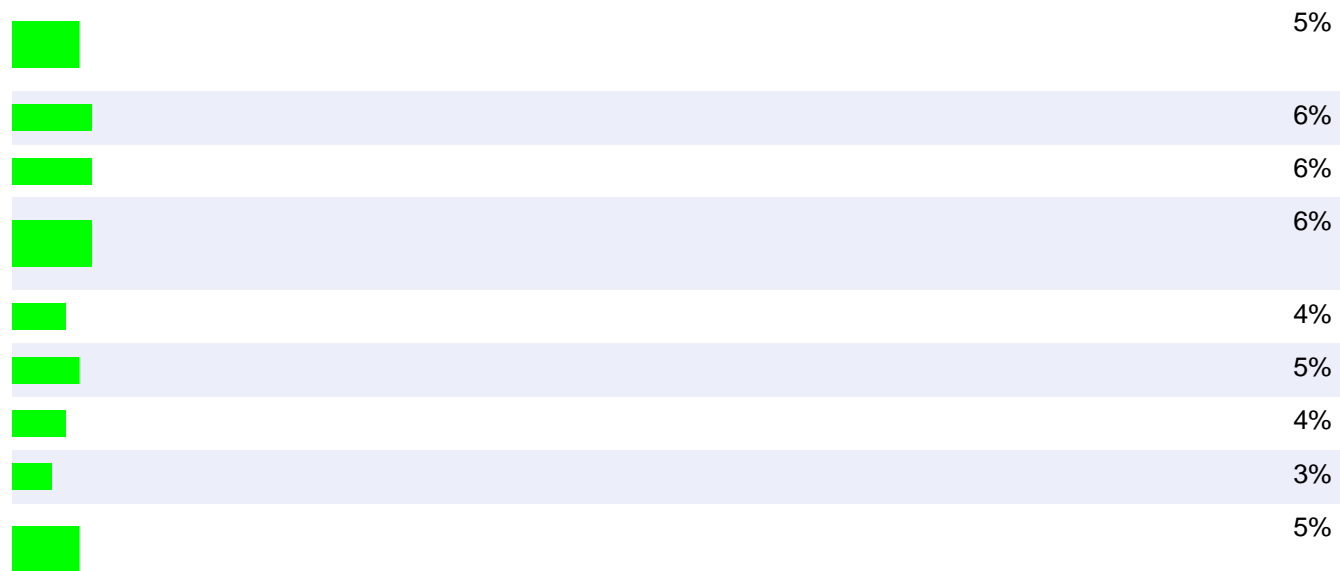
Percent of patients who reported that their nurses "Always" communicated well.



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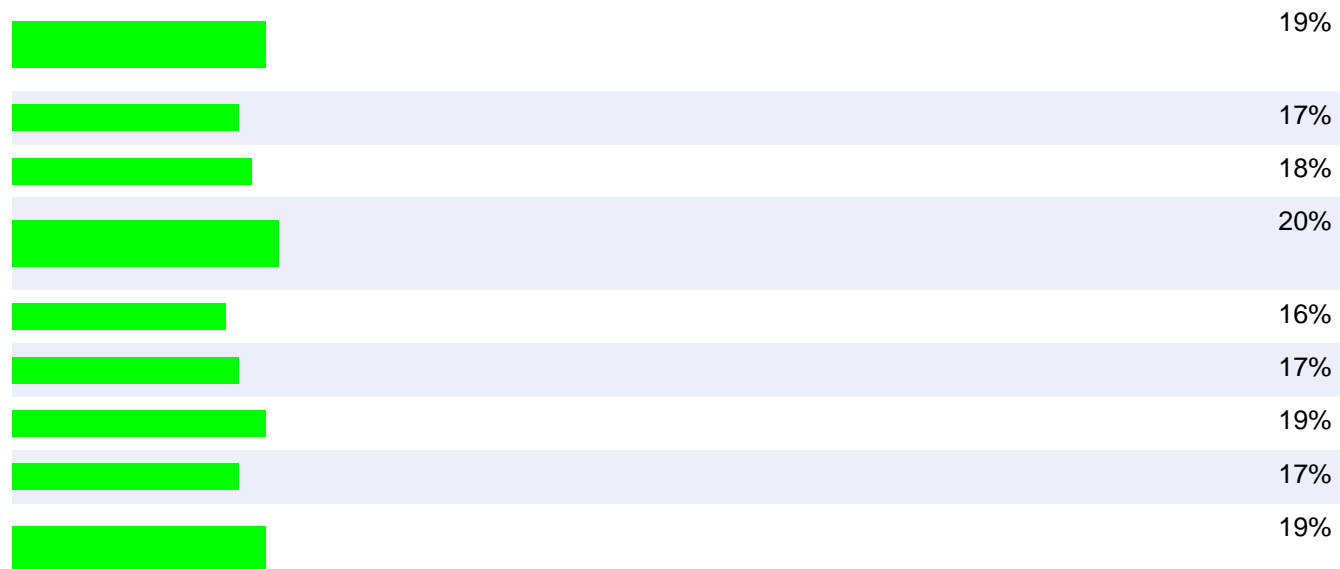
Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.



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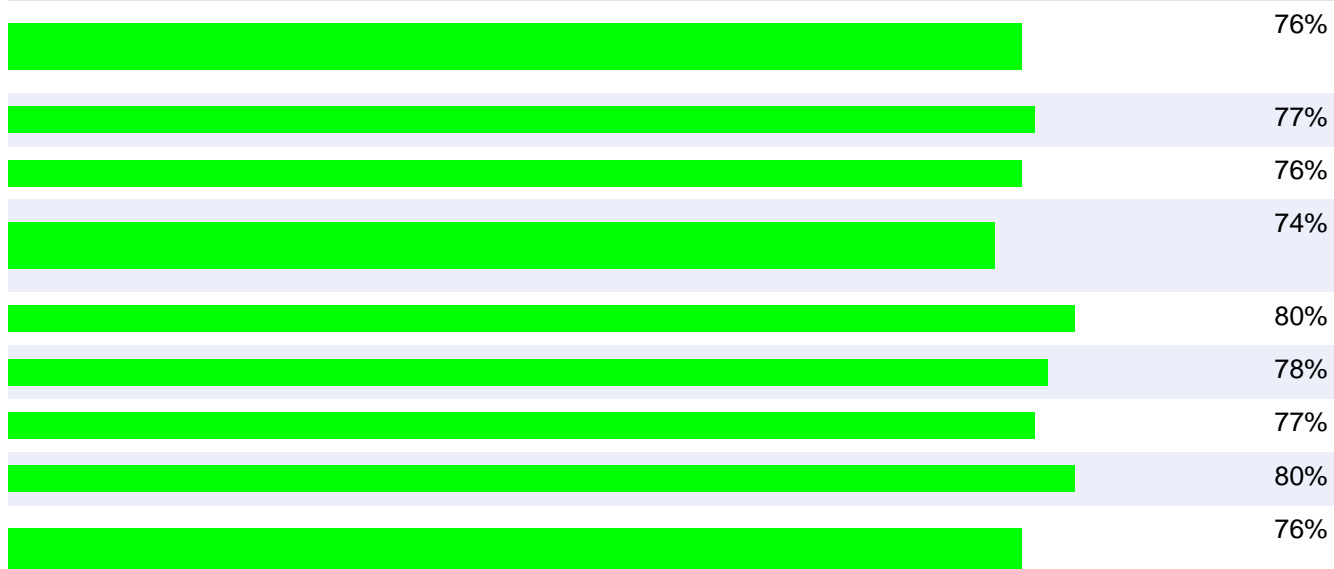
Percent of patients who reported that their doctors "Usually" communicated well.



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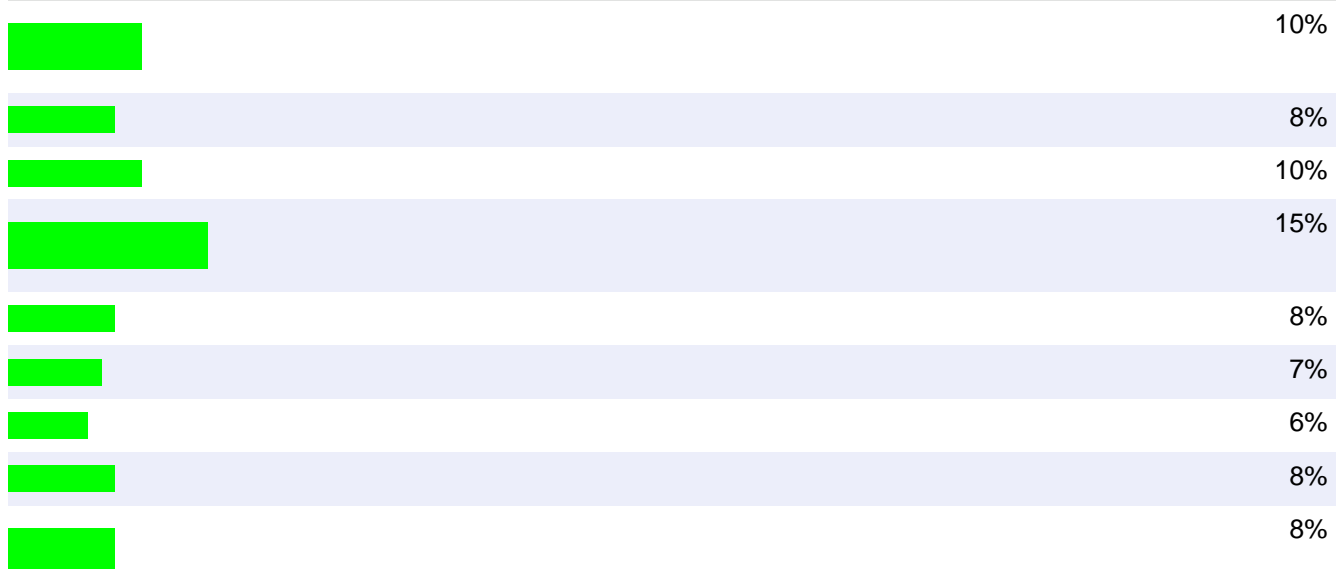
Percent of patients who reported that their doctors "Always" communicated well.



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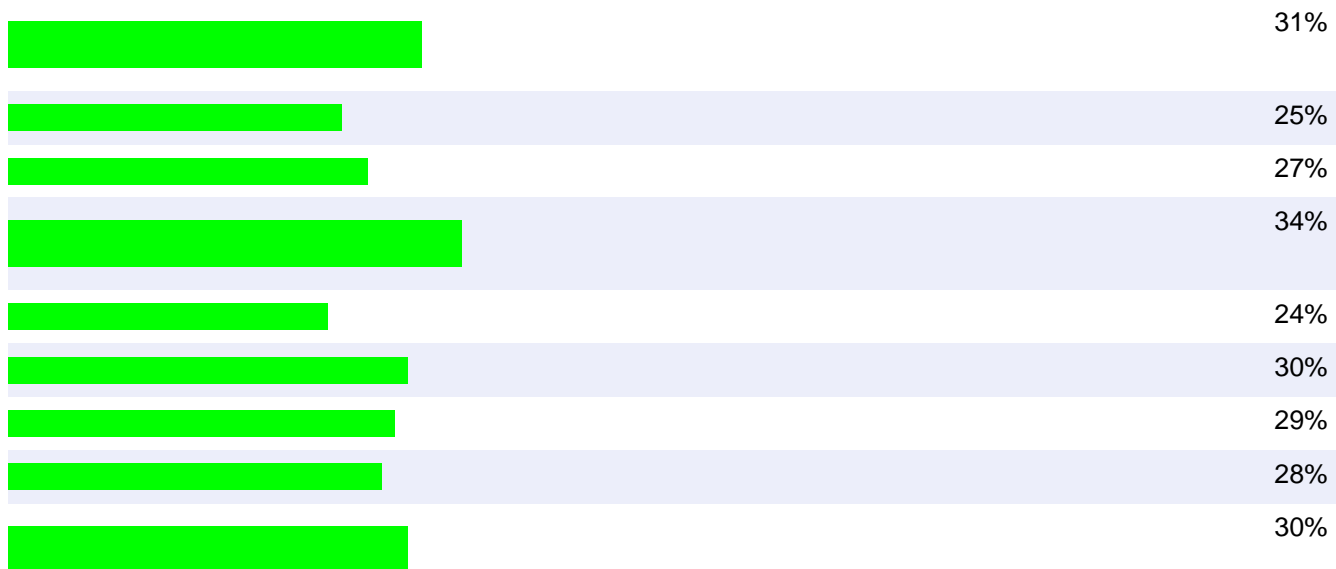
Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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Percent of patients who reported that they "Usually" received help as soon as they wanted.



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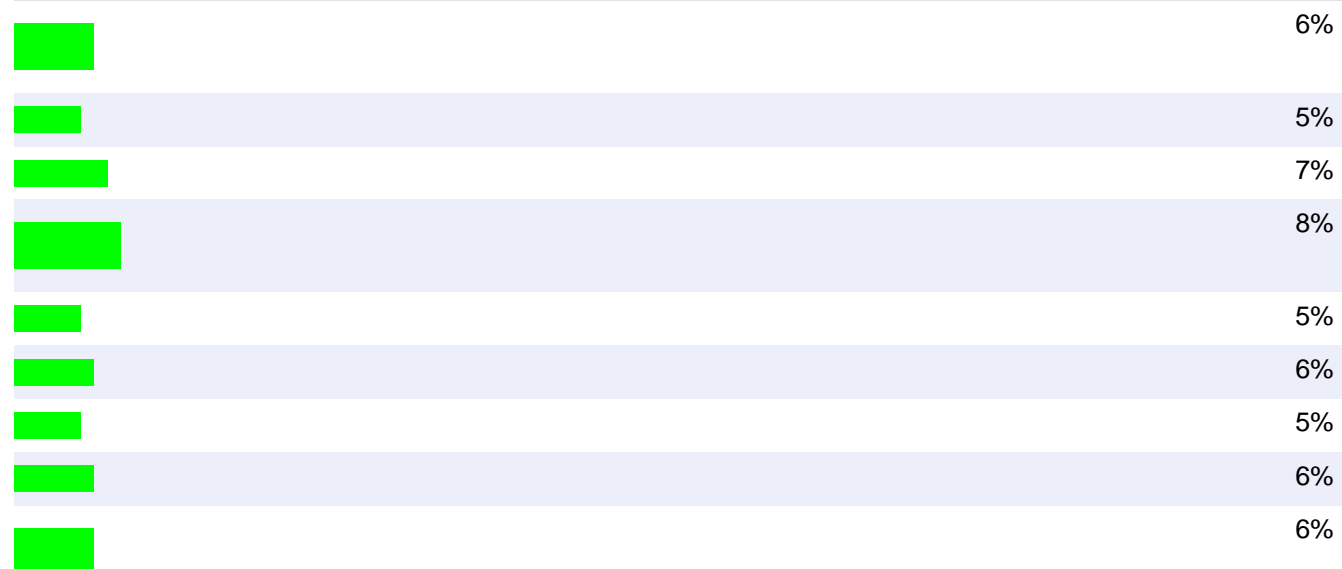
Percent of patients who reported that they "Always" received help as soon as they wanted.



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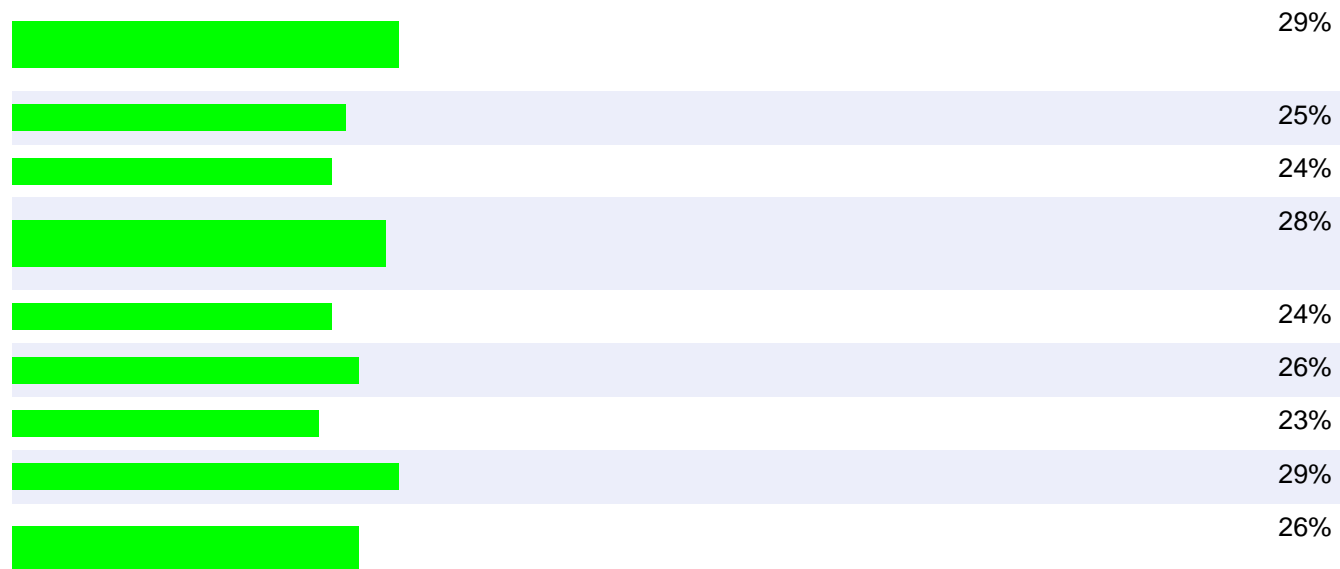
Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



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Percent of patients who reported that their pain was "Usually" well controlled.



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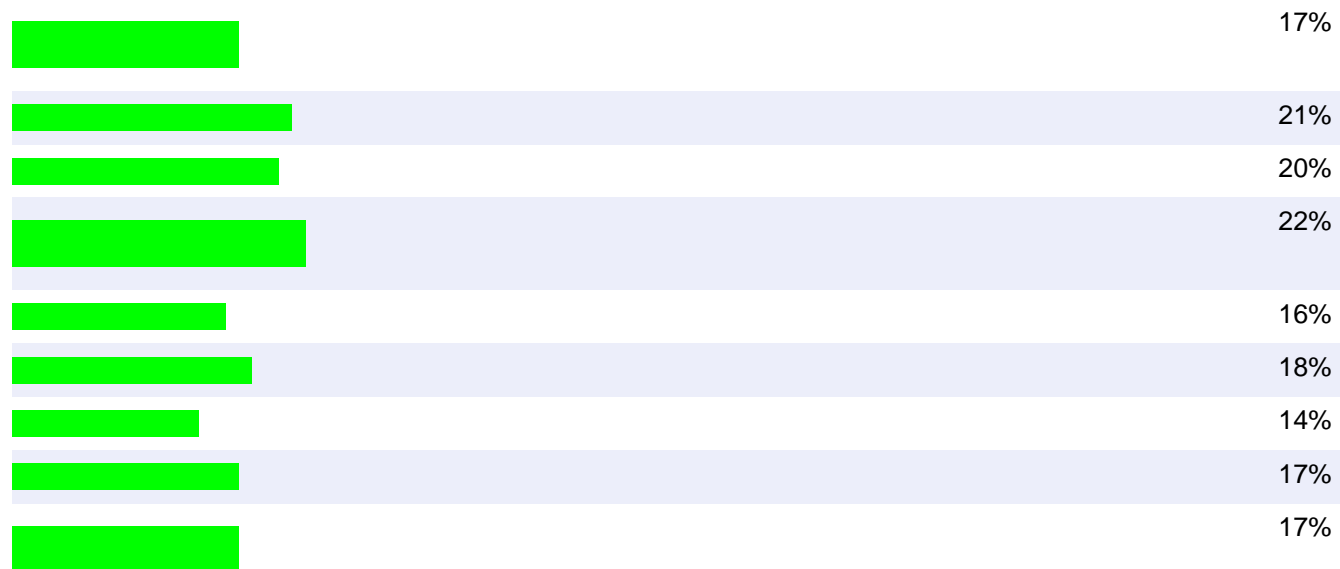
Percent of patients who reported that their pain was "Always" well controlled.



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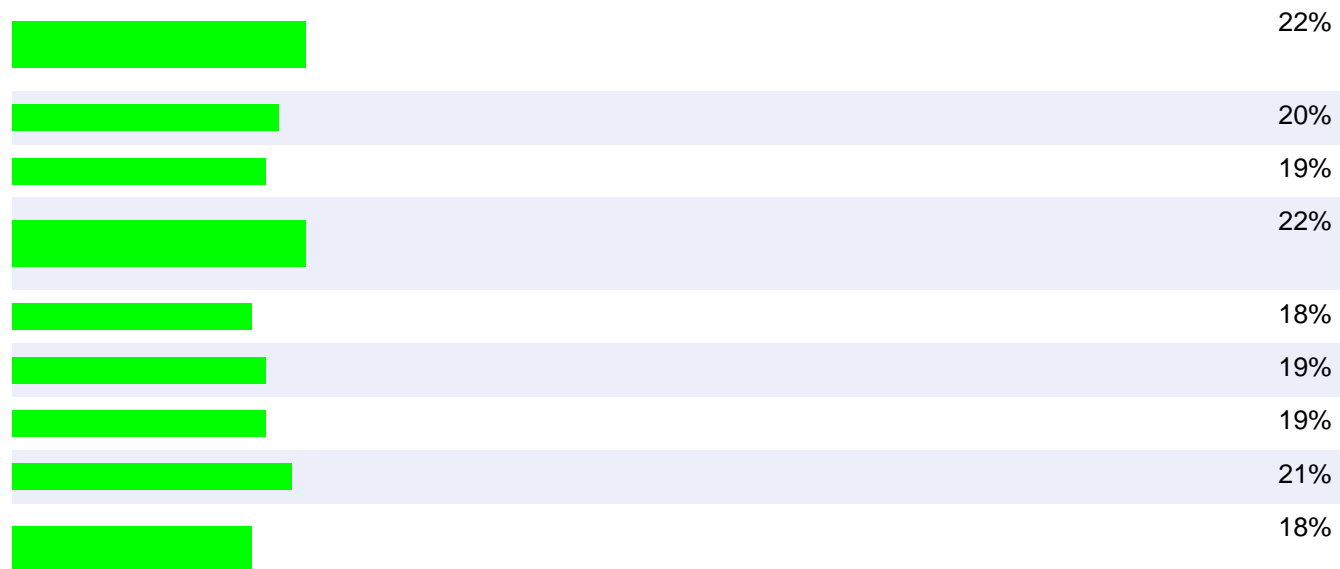
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



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Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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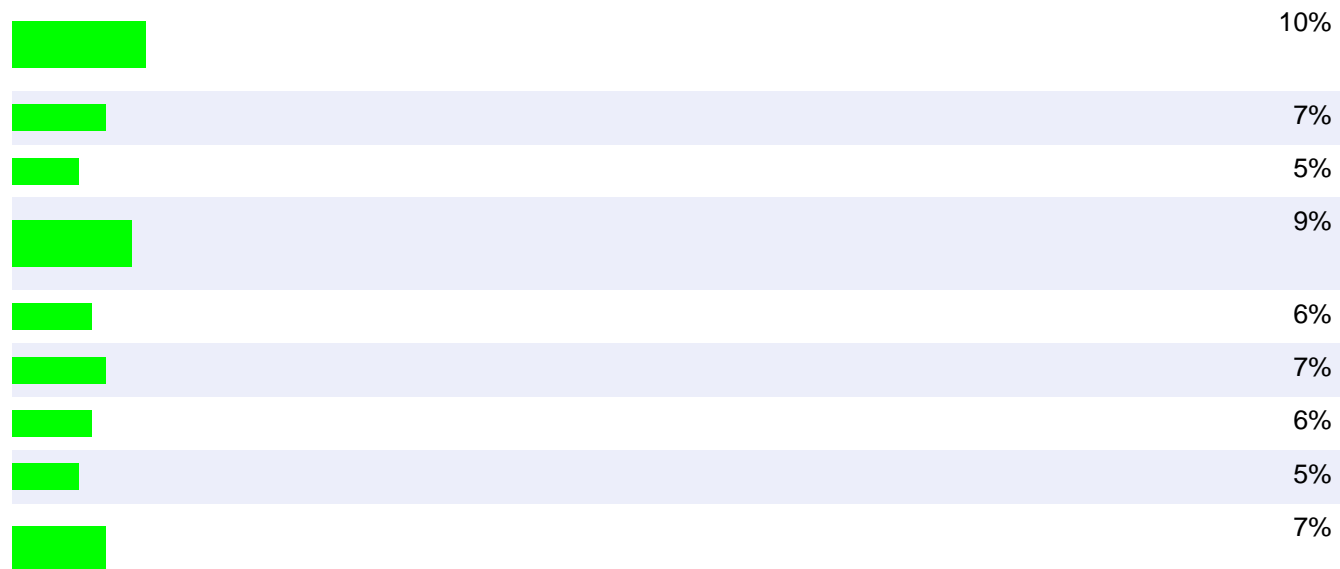
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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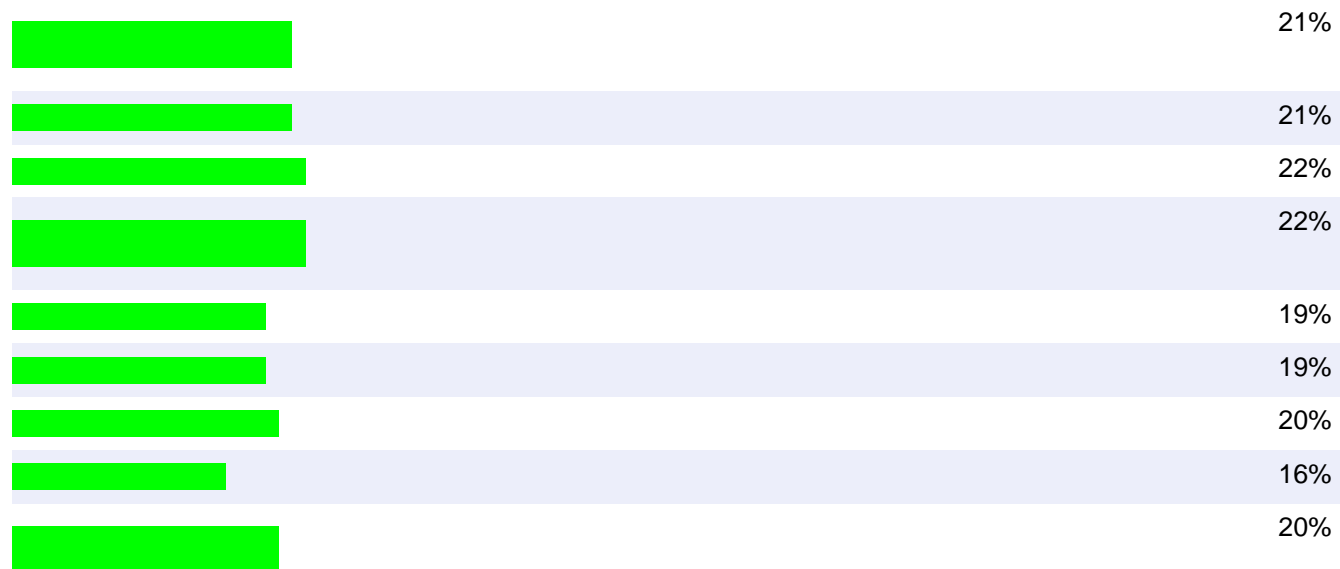
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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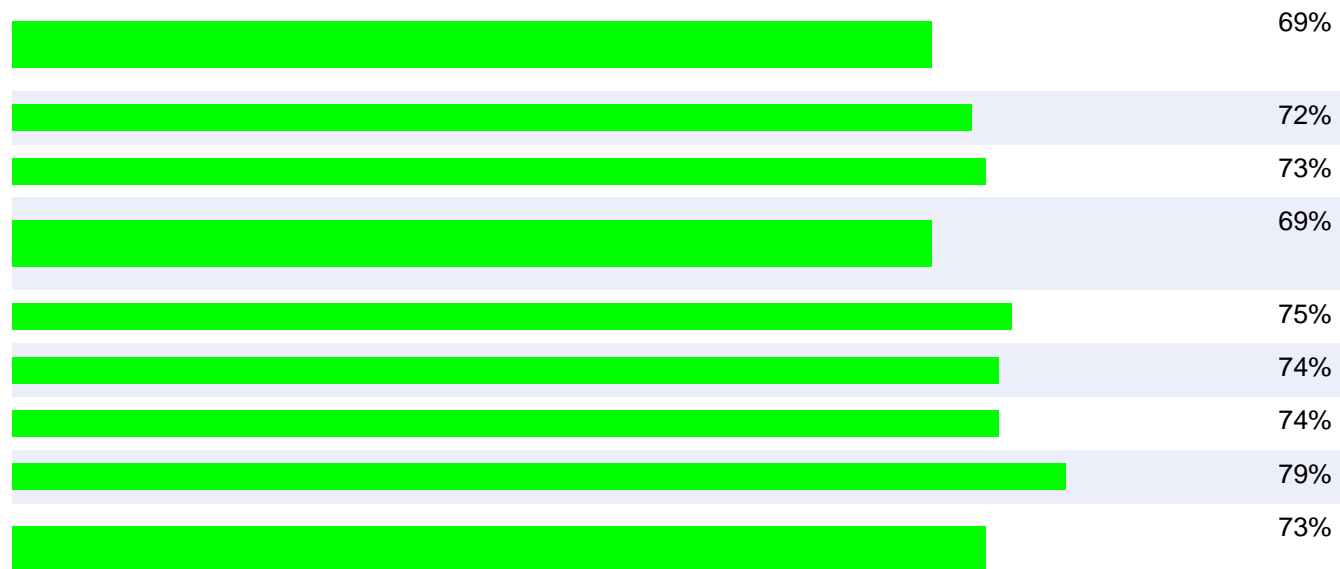
Percent of patients who reported that their room and bathroom were "Usually" clean.



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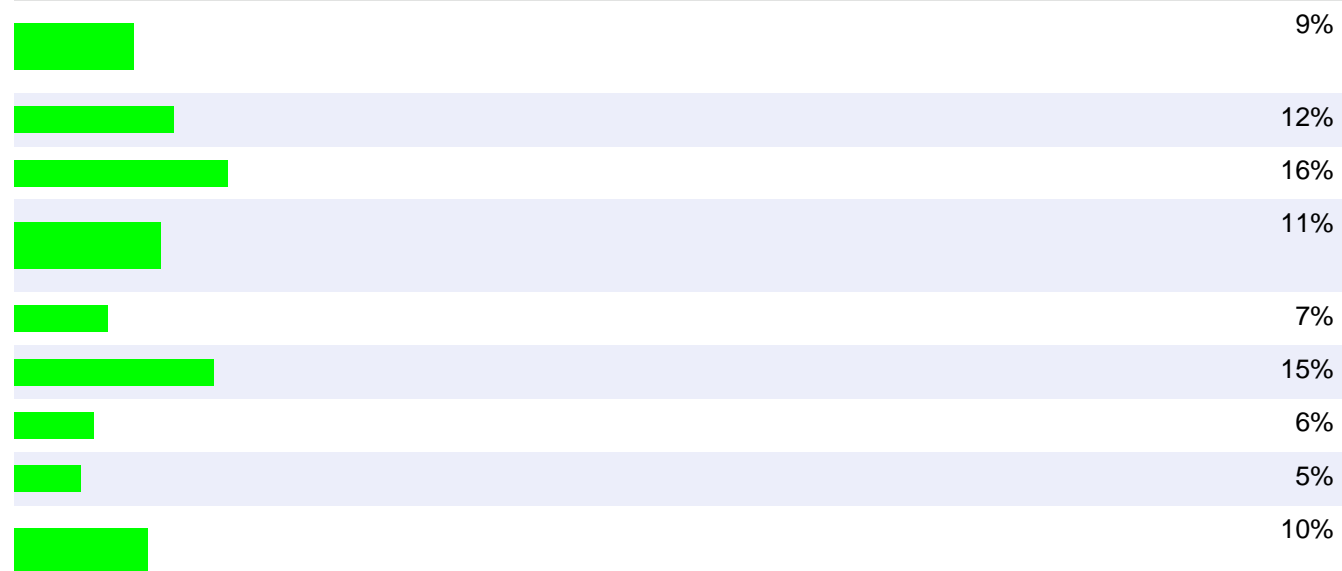
Percent of patients who reported that their room and bathroom were "Always" clean.



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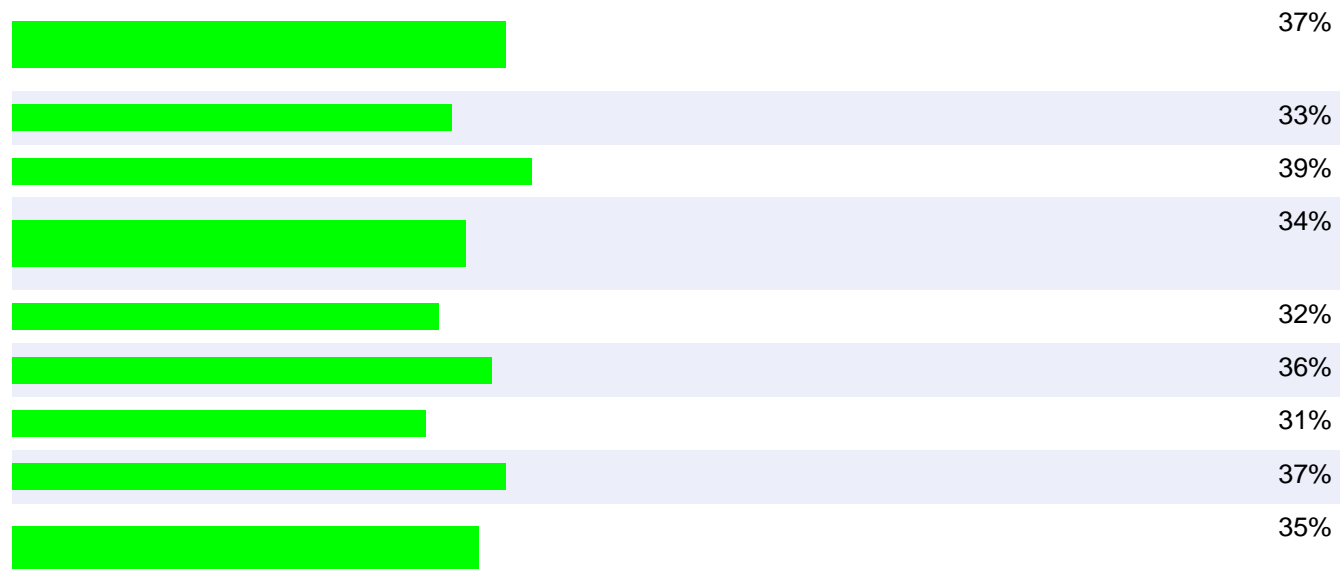
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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Percent of patients who reported that the area around their room was "Usually" quiet at night.



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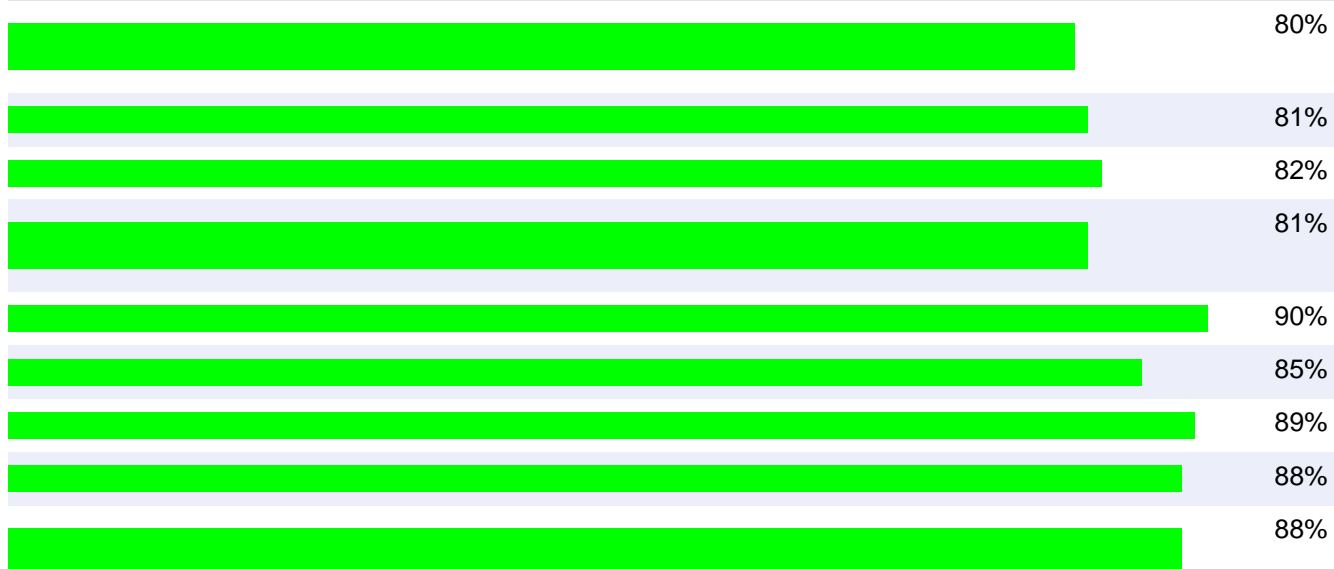
Percent of patients who reported that the area around their room was "Always" quiet at night.



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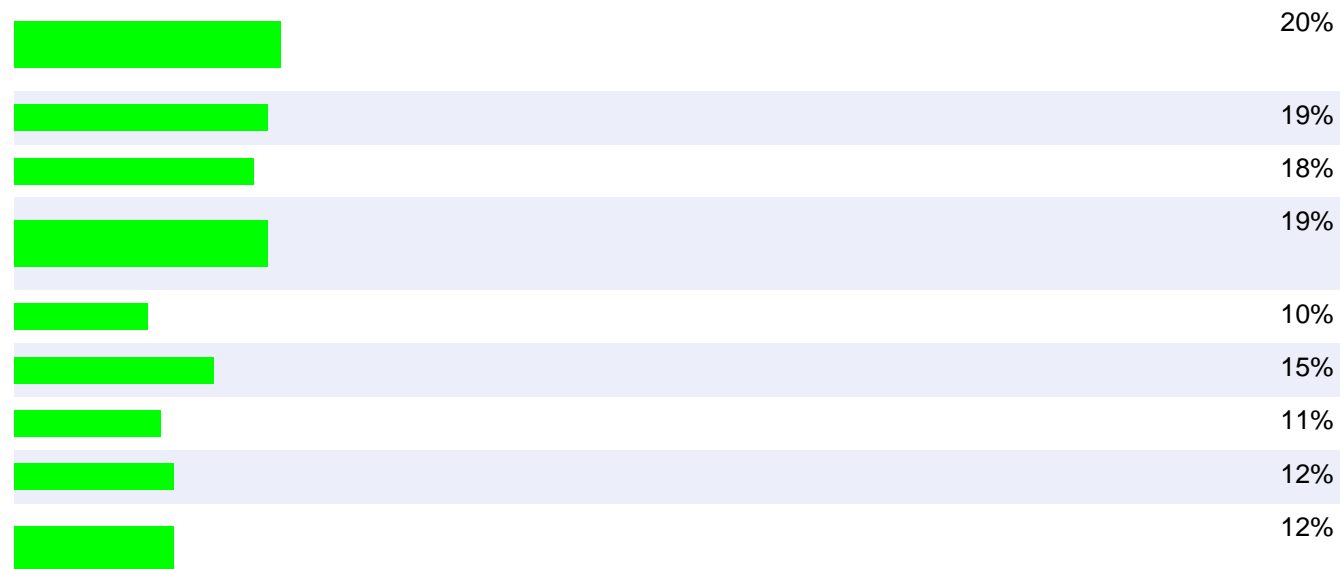
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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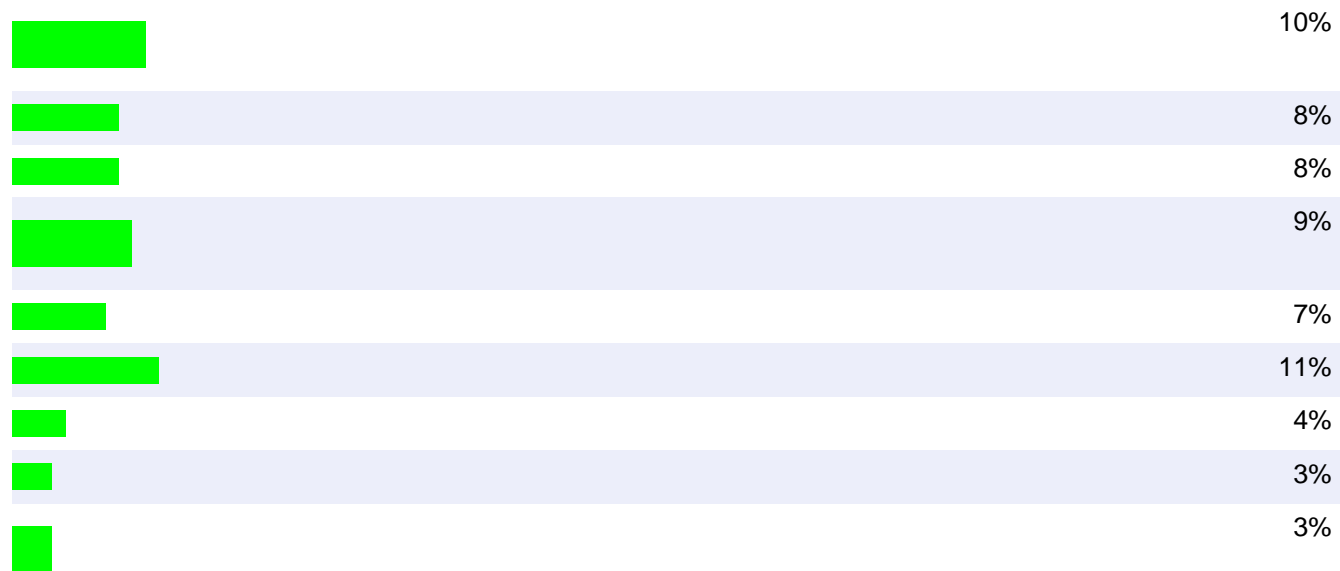
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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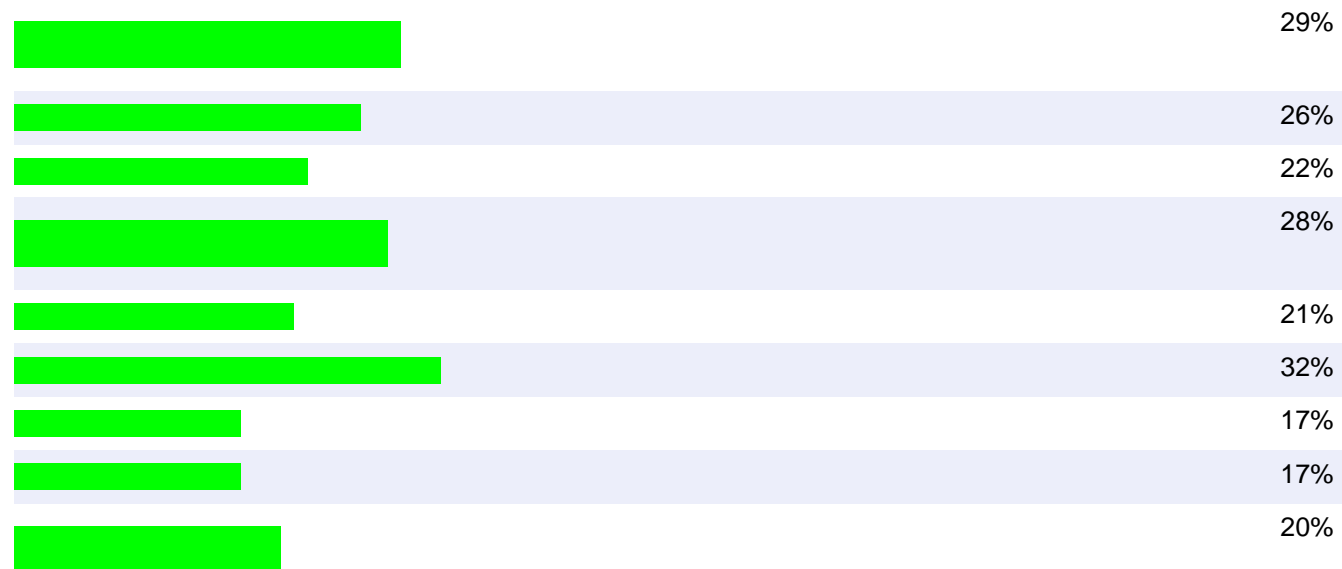
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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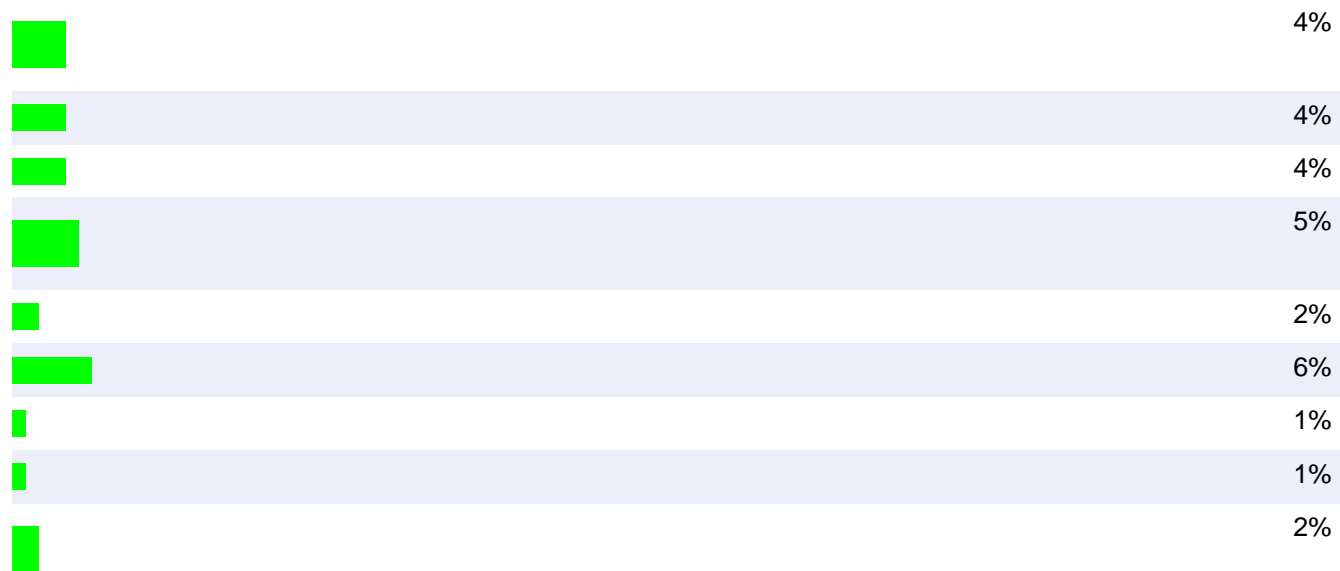
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0  
(lowest) to 10 (highest).



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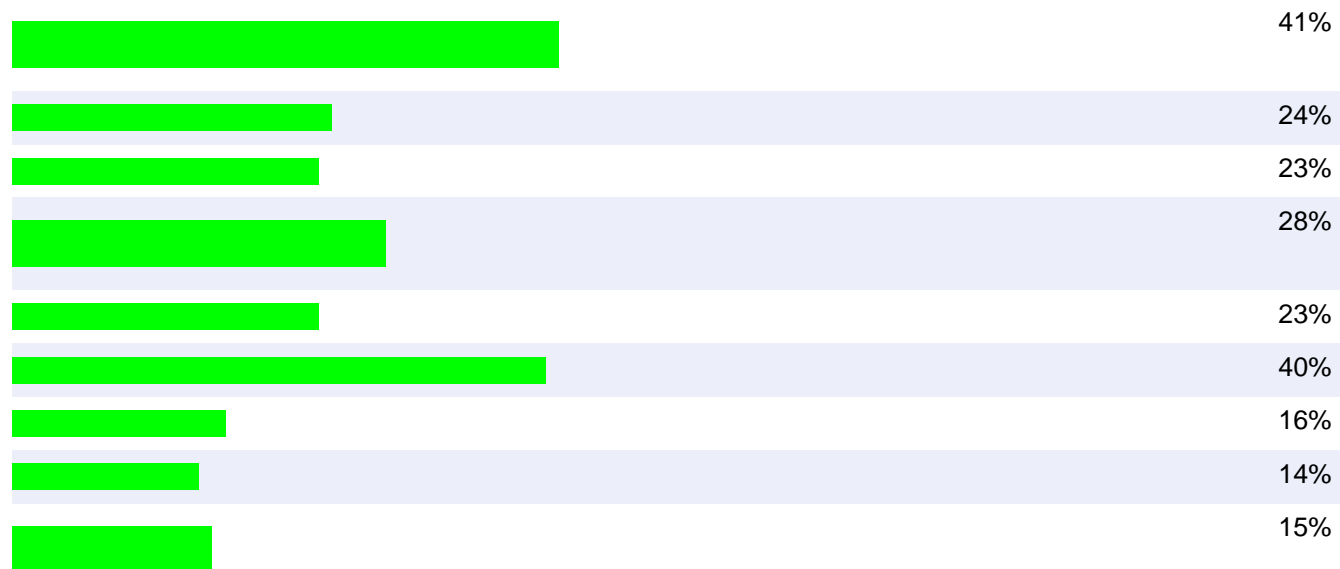
Percent of patients who reported NO,they would not recommend the hospital.



# MC Quality Report Card HCAHPS

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would probably recommend the hospital.



# MC Quality Report Card HCAHPS

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.



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## Number of Completed Surveys

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more






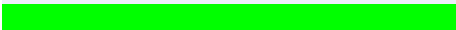



300 or more

300 or more

300 or more

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Survey Response Rate Percent	Survey Footnote
	30%
	34%
	43%
	34%
	45%
	42%
	48%
	46%
	44%

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Hospital Footnote